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PATENTS  
108041-0012

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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**TECH CENTER 2800**

In Re The Application of: )  
    Francesco Natalini et al. )  
Serial No.: 09/761,950 )  
Filed: January 17, 2001 )  
For: SYSTEM FOR MONITORING )  
    AND SERVICING APPLI- )  
    ANCES )

Examiner: J. West

Art Unit: 2857

Cesari and McKenna, LLP  
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June 16, 2004

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In response to the Office action dated December 18, 2003, please enter the following amendments: